

C.2.4 System Requirements

The following section describes the specific system requirements of the ITS-II, consisting of correctional facility requirements, Central Office requirements, and general hardware and software requirements.

C.2.4.1 General System Requirements

- C.2.4.1.1** The contractor shall not use physical items such as smart cards or magnetic swipe cards as means of storing ITS-II account information or balances or accessing the telephone.
- C.2.4.1.2** The ITS-II shall incorporate remote system alarms which automatically alert contractor staff to real or potential system and/or service problems to reduce down time.
- C.2.4.1.3** The contractor shall provide on-line recovery of the database during a failure, which allows the system to continue to operate while a failed portion is recovered. This may be accomplished by the use of a Redundant Array of Independent Disks (RAID).

C.2.4.2 Wiring and Cabling

The BOP maintains a demarcation point in the correctional facility communication room. For ease of access, the demarcation point for inmate telephones is extended by the BOP to the ITS-II room. The contractor shall provide all wiring and cabling in accordance with the following:

- A** When allowed by the LEC, the contractor shall have all services terminated in the ITS-II room. If this is not possible, services shall be terminated in the BOP communication room and extended by the BOP to the ITS-II room. In any case, no ITS-II system equipment shall be installed in the BOP communication room unless specifically agreed to by the BOP COTR or designee.
- B** The contractor shall be responsible for providing all cabling necessary to bring the required services of this contract to the demarcation or extended demarcation point in the correctional facility. The BOP shall provide wiring and cabling to the ITS-II room for installation of all FTS services.
- C** The contractor shall provide all wiring and cabling necessary to connect their equipment to the service blocks in the ITS-II room. The contractor shall also provide all wiring and cabling necessary to connect their equipment to the BOP provided blocks for internal wiring in the ITS-II room.

- D. All ITS-II wiring and cabling infrastructures shall meet current industry standards and commercially accepted practices. All ITS-II wiring and cabling shall be concealed from plain view.

C.2.4.2.1 Contractor Use of BOP Provided Wiring

The BOP will provide all internal wiring from the demarcation block in the ITS-II room to the following areas outside the ITS-II room using Category III wiring.

- A. All telephones.
- B. All towers.
- C. All workstations.
- D. Correctional facility recording equipment.
- E. All monitoring equipment.
- F. Satellite camps.
- G. BOP communication room.

C.2.4.2.1.1 The ITS-II shall be capable of providing all data and voice services over this BOP provided Category III wiring.

C.2.4.2.1.2 The contractor shall provide all signal amplification equipment necessary to send and receive signals across BOP provided wiring.

C.2.4.3 Environmental Requirements

This subsection describes the environmental factors which may affect operation of the ITS-II. These factors consist of power requirements, UPS needs, HVAC, physical space requirements, and physical security requirements associated with ITS-II equipment.

C.2.4.3.1 Power Requirements

The contractor shall provide the BOP with a written description of the power requirements associated with ITS-II hardware components. The contractor shall clearly delineate what power is required to operate each hardware component at each correctional facility. The contractor is advised that the BOP performs tests of its backup generators at least once per month. During this testing the power will be temporarily disabled throughout the correctional facility including the ITS-II room.

C.2.4.3.2 Uninterruptible Power Source

The contractor shall provide a sufficient number of uninterruptible power supply (UPS) systems that also have surge protection and line conditioning at each correctional facility and the ITS-II location, capable of supporting all key ITS-II system components for a minimum of twenty minutes to allow error free system shutdown of telephone call processing equipment and all ITS-

II workstations

C.2.4.3.2.1 The contractor shall be responsible for providing, installing, and maintaining all ITS-II UPS system equipment at each of the correctional facilities and locations covered by this contract.

C.2.4.3.3 Heating, Ventilation and Air Conditioning

The ITS-II shall be capable of operating in an environment which is sixty to ninety degrees Fahrenheit, and a non-condensing forty to ninety percent humidity.

C.2.4.4 Physical Space Requirements

The contractor shall provide the BOP with a written description of the space requirements associated with the ITS-II hardware components. The contractor shall clearly delineate how much physical space is required by each hardware component, and the contractor shall provide a recommended equipment layout configuration. Due to limited space available in BOP correctional facilities, a smaller rather than larger space requirement is desired.

C.2.4.5 System Capacities

The contractor shall provide system capacities/limits for the system they are proposing. At a minimum, specific capacities for the following areas shall be provided.

- A Individual inmate accounts
- B Call Records
- C Simultaneous users (administrative, not telephone)
 - 1 Nation-wide
 - 2 Correctional Facility
- D Workstations
 - 1 Nation-wide
 - 2 Correctional Facility
- E Silent monitors (shall include all necessary equipment for this purpose)
- F Simultaneous users of silent monitor equipment
- G Telephones
 - 1 Nation-wide
 - 2 Correctional Facility
- H Line card or CO port (contractor shall provide the various combinations available).
- I Telephone calls
 - 1 Nation-wide
 - 2 Correctional Facility

C.2.4.6 Hardware

This section describes the general requirements for the ITS-II hardware. Specific hardware solutions are the choice of the contractor, which should be fully defined in the contractor's proposal. Offerors shall indicate if the proposed equipment is new or used.

C.2.4.6.1 Documentation of Hardware Engineering

The contractor shall provide engineering specifications for all major hardware components used to meet the requirements of this contract. This shall include all switching, computer telephone integration (CTI), interactive voice response (IVR), workstations, and WAN/LAN equipment. These engineering specifications shall provide an explanation of each component's capability to adequately perform the requirements of this SOW. Any future changes to the hardware or a component's configuration must also be documented and provided to the BOP.

C.2.4.6.2 Switching Equipment

The contractor shall be responsible for providing and installing all of the ITS-II switching equipment necessary to perform the requirements of this contract.

C.2.4.6.2.1 The ITS-II switching equipment shall provide an interface with the public telephone network and the FTS-2000/Post FTS-2000 network.

C.2.4.6.2.2 All of the ITS-II switching equipment shall be compatible with all other ITS-II components including the telephone set equipment, IVR equipment, CTI equipment, and call monitoring equipment.

C.2.4.7 Software

This section describes the general software requirements of this contract.

C.2.4.7.1 Software Documentation

Software documentation shall be provided by the contractor.

C.2.4.7.1.1 Software design and documentation shall conform to current established engineering standards and shall be provided to the BOP as requested.

C.2.4.7.1.2 The contractor shall provide information on the personnel who developed the ITS-II software and the companies involved in developing the ITS-II software, including partnerships with other companies, qualifications, background, number of employees, and relationship to the prime contractor.

C.2.4.7.1.3 The BOP shall be provided all software licenses necessary to legally operate the ITS-II.

C.2.4.7.1.4 All electronic data used or created in the ITS-II, including call records database, archived data, and reports and study results shall remain the property of the BOP

C.2.4.7.2 Software Features

Several general features shall be provided with the ITS-II software.

C.2.4.7.2.1 All software shall provide easily accessed on-line help utilizing help menus from each screen.

C.2.4.7.2.2 The system shall provide a "print screen" capability that allows the BOP operator to immediately obtain a hard copy of displayed information. In addition, the BOP operator shall have the capability to scroll and lock information on the terminal screen. Scrolling through screen views of reports shall be capable of being accomplished through the use of keyboard arrow keys. Page up and page down keys shall be capable of being used to move between pages of screen reports.

C.2.4.7.2.3 The ITS-II shall provide a menu feature that allows the operator to cancel any individual or all print jobs in progress

C.2.4.7.2.4 The software shall use graphical user interfaces and menu-based command structures comparable to a Microsoft Windows environment

C.2.4.7.2.5 Function keys shall be programmed to operate similarly and consistently throughout the ITS-II system (e.g., F1 is "help" for all screens, F2 is "print" for all screens)

C.2.4.7.2.6 Hidden menus to swap from one screen to another without exiting from the current account shall be provided

C.2.4.7.2.7 The system shall use Point and Click technology

C.2.4.7.2.8 Tab keys shall be capable of being used to move between fields on screens

C.2.4.7.2.9 The keyboard escape key shall be capable of being used to escape from any screen, print job, or data commit, without an adverse effect on the system

C.2.4.7.3 Software Changes and Updates

Following award of the contract and through the installation of the second correctional facility, the contractor shall make changes and adjustments to the software as detailed in Section H of this RFP at no additional cost to the BOP

C.2.4.7.3.1 Software updates for "bugs" shall be scheduled for implementation twice per year, in coordination with the BOP COTR. Additional updates may be made as necessary for corrective actions in coordination with the BOP COTR.

C.2.4.7.3.2 All software updates proposed by the contractor shall be fully documented and tested. The BOP shall have the right to observe and participate in this testing process. Documentation of software updates and testing must be provided to the BOP COTR.

C.2.4.7.3.3 Implementation of software updates, Beta testing, and scheduling of implementations must be approved by the BOP COTR.

C.2.4.7.3.4 The ITS-II shall be designed to provide implementation of software changes and updates at individual sites, such that all other sites continue running on the existing software until the changes or updates are fully tested and approved at the Beta sites.

C.2.4.7.4 Operating System Software

In order for the ITS-II to be flexible in its expansion and integration capabilities, the operating system architecture shall be based on a multitasking open system concept, using widely accepted standards of hardware and software interfaces, distributed architecture, networking and platform-independent software.

C.2.4.7.4.1 The ITS-II shall be configured so that new applications can be added to existing processors or so that existing applications can be moved to a different processor and be fully compatible with the hardware and software environment.

C.2.4.7.4.2 Time of Day and Date Changes

The ITS-II shall maintain consistent and accurate time and date stamping, consistent nationwide for all ITS-II sites.

C.2.4.7.4.2.1 The accurate date and time of day shall be distributed to all workstations' processors using or displaying the date and time of day.

C.2.4.7.4.2.2 Software shall be capable of automatically adjusting for daylight savings time changes, standard time changes, and dates in the year 2000 and beyond. The contractor is advised that some correctional facilities operate in areas which do not recognize or change times for daylight savings.

C.2.4.7.4.2.3 Time of day and date changes shall be capable of being accomplished without causing interruption to system operations.

C.2.4.7.5 Telephone Call Switching Control Software

Switching control software shall be a programmable, flexible telephone control software package that manages the switching of inmate telephone calls from the correctional facility. Offerors shall indicate in their proposal how changes are made to this switching control software and the degree of difficulty involved in making changes or improvements to the existing control processes.

C.2.4.7.5.1 The ITS-II is an outgoing calling system only and switching control software shall, therefore, not connect an incoming call to an ITS-II telephone.

C.2.4.7.5.2 All switching software shall be compatible and function efficiently with the interfaces between the telephone system and the carrier services, the ITS-II computer software, the automated messaging function, and the computer-telephony function.

C.2.4.7.5.3 Switching system control shall interface with FTS-2000/Post FTS-2000 service, the local exchange carrier service, and the international carrier service to direct the collect and direct dial calls over the proper trunks.

C.2.4.7.5.4 Switching software shall interface with the ITS-II software to allow or disallow a telephone call based on criteria determined by the ITS-II software, to maintain a real-time record of call in process, and to update the inmate call records.

C.2.4.7.5.5 Switching software shall interface with the automated voice response system to provide account information to the inmate.

C.2.4.7.5.6 Switching software shall interface with the computer-telephony application providing the connectivity access and protocol conversions required for call processing applications.

C.2.4.7.5.7 Control switching software shall also provide and be capable of printing, standard traffic measurement and standard telephone call accounting information. This information shall be accessible to BOP ITS staff both on-line and in a report format.

C.2.4.8 Correctional Facility Requirements

The equipment required for the ITS-II installation at each correctional facility is described in this section. See Exhibit J-13, Contractor Wiring Responsibilities.

C.2.4.8.1 Station Sets

The contractor shall be responsible for providing and installing all the ITS-II inmate station set equipment at each of the correctional facilities and locations covered by this contract. These telephone sets will be used by inmates to place calls via the ITS-II. Exhibit J-1, Correctional Facility Information, presents the number of station sets currently installed at each correctional

facility and location. The contractor shall be responsible for all modifications to existing enclosures, necessary to mount the proposed station set.

C.2.4.8.1.1 Quantity of Station Sets

C.2.4.8.1.1.1 The ITS-II contractor shall initially provide inmates with a nation-wide average ratio of 20:1 inmates to station sets across all correctional facilities. Some correctional facilities may require more station sets and some may require less.

C.2.4.8.1.1.2 The contractor shall be required to install additional station sets over the life of the contract because the inmate population is projected to increase during the next ten years. However, the nation-wide average 20:1 ratio is expected to be maintained.

C.2.4.8.1.2 Station Set Features

The majority of the ITS-II station sets installed shall predominantly be permanently mounted wall phones with a heavy-gauge steel case, heavy-duty metal keypad, bonded handset, steel reinforced, and metal-wrapped cord.

A limited number of movable telephone sets shall be required at each correctional facility.

The contractor shall also provide "all-weather" telephones to be used as required by the BOP. It is estimated that there will be approximately 100 "all-weather" telephones needed throughout the BOP.

C.2.4.8.1.2.1 The contractor shall be responsible for installing the station sets at BOP defined locations and making any modifications to existing enclosures necessary to mount the proposed station set.

C.2.4.8.1.2.2 The contractor is responsible for the proper operating condition of all the ITS-II telephones.

C.2.4.8.1.2.3 All of the ITS-II station sets shall be dual-tone multifrequency (DTMF) compatible.

C.2.4.8.1.2.4 Station sets installed at correctional facilities shall not be programmable for any purpose.

C.2.4.8.1.2.5 Station sets shall not be capable of being used to program any feature of the ITS-II.

C.2.4.8.1.2.6 Station sets shall not contain card reader capabilities used to identify inmate telephone accounts or for the purpose of debiting inmate telephone accounts.

- C.2.4.8.1.2.7 The contractor shall provide a unique number, physically imprinted on each station set at a correctional facility so that the number can be seen by BOP staff for the purpose of reporting troubles and troubleshooting problems. As telephones necessitate replacement, they shall be renumbered by the contractor. As new telephones are added they shall be identified in the same manner and all appropriate paper work shall be updated to reflect the addition.
- C.2.4.8.1.2.8 Station sets shall be capable of reducing background noise through the use of confidencers or directional microphones in the handset.
- C.2.4.8.1.2.9 All of the ITS-II station sets shall provide volume controls which allow inmates to amplify the called party's voice.
- C.2.4.8.1.2.10 The contractor shall provide dialing instructions in English and Spanish on each telephone in a manner which reduces the possibility of being destroyed. The contractor shall maintain these instructions for legibility and accuracy.

C.2.4.8.1.3 American Disabilities Act Compliance Requirements

All of the ITS-II station sets shall be capable of being ADA compliant. Due to security concerns, the BOP shall be capable of requiring the contractor to modify certain features on station sets such as cord length and mounting height. The ITS-II TDD equipment will be protected and secured by the BOP when not in use.

- C.2.4.8.1.3.1 All of the ITS-II station sets shall be compatible with telecommunication devices for the deaf (TDD) equipment.
- C.2.4.8.1.3.2 The contractor shall be responsible for providing a single TDD device for the ITS-II at each BOP location.
- C.2.4.8.1.3.3 The ITS-II TDD equipment shall be portable, such that it can be used with any ITS-II station set at a correctional facility.
- C.2.4.8.1.3.4 The ITS-II TDD equipment shall allow inmates to communicate via keyboard entry.
- C.2.4.8.1.3.5 The ITS-II TDD equipment shall contain a display and a printer device.

C.2.4.8.2 Administrative Position Equipment

The ITS-II contractor shall be responsible for providing and installing up to a nationwide average of three workstations at each of the correctional facilities and locations covered by this contract. The BOP will determine the actual number of ITS-II workstations at each correctional facility.

The BOP may require additional workstations at some correctional facilities. Additional workstations requested by the BOP beyond the nationwide average of three per site will be leased in accordance with the prices proposed in Section B.

C.2.4.8.2.1 The ITS-II workstations shall allow BOP staff to access and perform the administrative functions associated with the ITS-II as defined within this SOW.

C.2.4.8.2.2 The ITS-II workstations shall include, at a minimum, 15-inch color monitors, standard-extended keyboard, mouse, dot matrix printer, and shall have the capability to perform electronic transfer of data to a removable medium such as 3.5 inch floppy disk.

C.2.4.8.2.3 All of the ITS-II workstations shall operate independently of other workstations in the same correctional facility even when accessing the same stored data.

C.2.4.8.3 Call Monitoring

The ITS-II shall provide call monitoring stations for the purpose of audibly monitoring inmate calls and providing information relative to the call in progress.

C.2.4.8.3.1 Call monitoring stations shall provide indicators for each phone in use at a correctional facility assigned to the user.

C.2.4.8.3.2 The ITS-II shall be capable of supporting ten monitoring stations at each correctional facility, each capable of monitoring any telephone in operation at that correctional facility. The amount of monitoring stations is currently estimated at four per site and not expected to exceed ten at correctional facilities with guard towers. The contractor shall provide the BOP with the amount of monitoring equipment requested at each site. Additional monitoring stations requested by the BOP beyond the nationwide average of four per site will be leased by the BOP in accordance with the prices proposed in Section B.

C.2.4.8.3.3 Call monitoring capability shall be an integral part of the ITS-II and require no additional wiring to the ITS-II for the addition of station sets.

C.2.4.8.3.4 The call monitoring stations proposed shall be different equipment than that proposed for workstations. Due to space limitations, a smaller display device capable of providing the required data is required.

C.2.4.8.3.5 Audible Call Monitoring Requirements

The ITS-II shall provide BOP staff the capability to audibly monitor inmate calls in progress. The BOP will provide its staff with this capability in various offices, towers, control centers, and other locations throughout each correctional facility.

C.2.4.8.3.5.1 The analog interface used for this capability shall not impact the voice path for an inmate's call in any way. DC voltages, voice transmission levels, and voice quality on the connection to the inmate station set shall not be effected by the status of the monitoring interface (e.g., whether a station set is attached to the interface or on or off hook)

C.2.4.8.3.5.2 It shall not be possible for either party in the call to determine the presence or status of this analog monitor interface through detection of changes in voice signal quality, voice transmission level, or external background interference such as impulse noise, crosstalk, or white noise.

C.2.4.8.3.5.3 BOP staff shall be provided with the capability to identify the call which they wish to monitor and easily access the voice path for that call

C.2.4.8.3.6 Call Monitoring Display Requirements

The ITS-II shall provide instant identification and access to monitoring of inmate telephone calls. Calls placed by inmates to alerted numbers and/or from alerted accounts shall be considered a priority and the ITS-II shall notify BOP staff of the call in progress

C.2.4.8.3.6.1 The time between the first possible detection of a call in process by the remote telephone equipment and a display of the call status shall not exceed two seconds

C.2.4.8.3.6.2 BOP staff shall have access to a station set equipped with a display that will indicate to the staff member the following:

- A Register number of inmate
- B Name of inmate
- C Telephone number called
- D Location or identification of telephone
- E Duration of call
- F Time of call
- G Recorder channel number

C.2.4.8.3.7 Call Monitoring Equipment Requirements

Call monitoring stations shall require a minimum amount of space due to the locations in which they may be installed

C.2.4.8.3.7.1 Call monitoring stations shall be capable of operating at distances greater than two miles from the station set being monitored

C.2.4.8.3.7.2 Call monitoring capabilities shall include, at a minimum, station sets with

speaker phones and headsets

- C.2.4.8.3.7.3 The ITS-II shall have the capability to support multiple call monitoring stations within a correctional facility as deemed necessary.
- C.2.4.8.3.7.4 Call monitoring equipment shall be capable of monitoring every station set at a correctional facility.

C.2.4.9 BOP Central Office Requirements

The ITS-II contractor shall provide the BOP with an ITS-II administrative system at its Central Office to oversee and administer system-wide operations and service, compile data on inmate use of the system, reconcile financial activities, facilitate training of BOP staff on ITS-II operation and capabilities, and perform system tests. This system will be used by BOP Central Office staff only. Therefore, call volumes will be exceptionally low. Call volumes at this site will not exceed 300 minutes per month. The contractor shall not bill the called party or the BOP for any of these calls. However, the contractor shall still fulfill all of the requirements stated in this section.

- C.2.4.9.1 The ITS-II shall provide BOP Central Office staff the capability to remotely call into the system using PC laptops, emulate the ITS-II terminal, and perform functions using the same keyboard functions as would be used if directly connected to the system. This remote capability shall require a system logon procedure and all data transmissions shall be fully encrypted. Transmission speeds shall be no slower than 33.6 kbps.
- C.2.4.9.2 The database information used to support the BOP Central Office system shall be partitioned from all other correctional facilities, such that financial transactions, including calls, will not be reflected as a part of the Central Office reconciliation reports. However, this capability shall not preclude the possibility of performing tests for centralized functionality between the BOP Central Office system and the BOP MSTC system.
- C.2.4.9.3 BOP Central Office ITS staff currently use eight, 120 MHZ, Pentium processor, desktop Personal Computers, utilizing the Windows 95 operating environment. The ITS-II shall be capable of interfacing with the Windows 95 environment and connecting directly with each of these PCs to perform as a workstation. Additional connectivity for up to 15 PCs may be requested in the future.
- C.2.4.9.4 The ITS-II shall also provide electronic mail capabilities, complete with electronic notification, for BOP Central Office to correspond with individual correctional facility ITS staff, user groups defined within the system, user access levels, or specific terminals.
- C.2.4.9.5 The ITS-II system installed at the BOP Central Office facility shall include all

hardware, software, and service, corresponding to all equipment installed at any BOP correctional facility. All services shall be installed, however, less quantities will be required. The BOP Central Office facility shall require eight functioning inmate telephones, with service types and quantities capable of meeting the percentage grade of blocking required of this contract. Four workstations shall be required, as well as all peripheral equipment such as silent monitor stations, printers, FPPOS, and AIMs interfaces, etc.

C.2.4.10 Management and Specialty Training Center

The BOP provides training to correctional facility Financial Management staff at the MSTC in Aurora, Colorado. The contractor shall not provide training to these BOP staff. However, the contractor shall provide a system comparable to those installed at each correctional facility, at the MSTC for BOP staff to perform this training. This system will be used by BOP staff only. Therefore, call volumes will be exceptionally low. Call volumes at this facility will not exceed 300 minutes per month. The contractor shall not bill the called party or the BOP for any of these calls. However, the contractor shall still fulfill all of the requirements stated in this section.

- C.2.4.10.1 Due to space limitations, the ITS-II shall be capable of using the existing PC workstations at the MSTC in the place of ITS-II workstations. There are currently thirty five (35) workstations which shall be configured by the contractor to provide the same functionality as the ITS-II workstations.
- C.2.4.10.2 Since this is a training environment, the contractor is advised that the system shall be capable of accepting the same keystrokes for the same functions from all workstations simultaneously. Simultaneous printing capabilities are also required.
- C.2.4.10.3 The ITS-II system installed at the MSTC shall allow multiple simultaneous login of the same user types.
- C.2.4.10.4 Training classes typically occur once every month. The contractor shall provide methods of clearing previous training databases and setting up the system for new classes.
- C.2.4.10.5 The ITS-II system installed at the BOP MSTC facility shall include all hardware, software, and service, corresponding to all equipment installed at any BOP correctional facility. All typical voice services shall be installed, however, less quantities will be required. The MSTC shall require eight functioning inmate telephones, with service types and quantities capable of meeting the percentage grade of blocking required of this contract. All peripheral equipment such as silent monitor stations, printers, FPPOS and AIMs interfaces, etc., shall be required.
- C.2.4.10.6 The database information used to support the MSTC system shall be partitioned from all other correctional facilities, such that financial transactions, including calls,

will not be reflected as a part of the Central Office reconciliation reports. However, this capability shall not preclude the possibility of performing tests for centralized functionality between the BOP Central Office system and the MSTC system.

C.2.4.11 Contractor Central Operations Facility (COF)

The contractor shall provide their own facility (non-BOP) to house all ITS-II equipment which is not specifically required at a site and is necessary to provide centralized operations, including database processing and data storage. The contractor shall allow BOP staff access to this facility. The contractor shall provide disaster recovery plans for this facility in case of destruction of the site.

C.2.4.11.1 Security

The contractor shall provide the BOP with a written description of the system security plans the contractor shall put in place to protect the ITS-II data, and hardware components. The methods of physical security may include, but are not limited to, combination of key lock, motion detectors, and alarm systems.

C.2.4.11.2 BOP Access

BOP Central Office staff shall have access to the contractor's Central Operations Facility and any information stored or generated in relation to the ITS-II.

C.2.4.11.2.1 BOP Central Office shall maintain the right to perform site visits to the contractor's Central Operations Facility without prior notice to the contractor.

C.2.4.11.2.2 BOP Central Office staff shall maintain ownership of all information stored or generated at the Central Operations Facility that is related to the ITS-II operations.

C.2.4.11.3 Disaster Recovery

The contractor shall provide the following products as a plan to restore system operations in case of a disaster at the contractor provided Central Operations Facility and for each installed BOP location. The contractor shall be required to adhere to these plans in case of a system disaster. These products shall be submitted on electronic medium to the BOP COTR within four months of award of contract and become the property of the government. These plans shall be updated yearly. These plans will be reviewed for adequacy and approval by the BOP.

C.2.4.11.3.1 Risk Analysis Report

The contractor shall provide a report of the risk analysis identifying threats to information assets.

and existing vulnerabilities. The contractor shall provide plans which recommend methods to minimize the risk of loss

C.2.4.11.3.2 Contingency and Disaster Recovery Plans

The contractor shall provide the plans and arrangements which are necessary to ensure continuity of the critical functions of the ITS-II. This plan should cover all events of total or partial cessation of operations or destruction of the data base or physical facility. These plans should include procedures for both automated and manual recovery.

C.3 TRANSITION AND IMPLEMENTATION REQUIREMENTS

This section describes the requirements for the transition period during the installation of the ITS-II.

C.3.1 Transition and Implementation Plan

The contractor shall provide a transition and implementation plan which will include a time line for installation of all BOP sites and correctional facilities consistent with requirements outlined in this section. This time line shall address all aspects of installation for each site and correctional facility.

- C.3.1.1** The plan shall describe the activities involved in the transition to and implementation of the ITS-II.
- C.3.1.2** The contractor shall coordinate the transition and implementation of each site with the BOP Central Office.
- C.3.1.3** The focus of the transition plan shall be to minimize service disruption during the implementation process.
- C.3.1.4** The contractor shall provide a plan to include all aspects of the installation process. This plan proposed by the contractor shall be the baseline plan for each ITS-II implementation at a BOP correctional facility. The contractor shall include any other components for this baseline plan deemed necessary in addition to the elements in "A" through "E" below. Inspection and acceptance testing procedures discussed in Section E of this RFP must also be fully reflected in this plan. The plan shall include, at a minimum, the following:
 - A** Pre-installation procedures
 - 1 Staffing requirements
 - 2 Site visits
 - 3 Site evaluation
 - 4 System requirements check
 - B** Service coordination
 - 1 Local service arrangements
 - 2 Interexchange and international service agreements.
 - 3 FTS-2000/Post FTS-2000 coordination
 - 4 Time requirements for installation of services

C. Software preparation

1. Data conversion.
2. Data input.

D. Installation procedures.

1. Equipment delivery.
2. Time required for installation.
3. Equipment security.
4. Cut-over.
5. Cleanup.

E. Post-installation procedures.

1. System testing.
2. System acceptance.
3. After action reporting

C.3.2 Schedule For Installation

Exhibit J-5, **Correctional Facility Installation Sequence** provides a general installation order that the BOP intends to follow. Any changes to this sequence of installation must be approved by the BOP.

C.3.2.1 Contractor Central Operations Facility

Because of its critical support of the ITS-II program, the contractor-provided Central Operations Facility shall be the first location installed. This site shall be installed within the first three months after award of contract.

C.3.2.2 BOP Central Office Facility

The BOP Central Office Facility shall be the contractor's first installation of ITS-II. This site shall be installed within the first four months after award of contract. Depending on the ITS-II system proposed, this system may be used for input of data for correctional facilities to be installed.

C.3.2.3 BOP Training Facility, MSTC

The MSTC shall be the second site installation of the ITS-II. This site shall be installed within the first four months after award of contract.

C.3.2.4 Correctional Facilities

The BOP wishes to install the ITS-II as quickly as possible in all correctional facilities. However, it is also the intent of the BOP to ensure a proper working system prior to full scale implementation. For these reasons, the following guidelines are anticipated for installation of the first site and all additional sites thereafter.

The BOP will work with the contractor to install the ITS-II in the first BOP correctional facility within the first four months after award of contract. It is anticipated that this site will operate for two months prior to the installation of any additional sites. After all system changes and adjustments have been made and the Beta site has performed properly, the BOP shall approve installation of the ITS-II at additional sites. The ITS-II will then be installed at correctional facilities based on the installation order in **Exhibit J-5, Correctional Facility Installation Sequence**. Additionally, pursuant to delivery orders issued by the BOP, the contractor will be required to install the ITS II at the first 38 correctional facilities listed in Exhibit J-5 within 18 months of the contract award date and in the order listed in Exhibit J-5, unless the BOP directs otherwise.

C.3.3 Pre-installation Process

The following paragraphs describe the activities which shall occur prior to the installation of the ITS-II at a correctional facility.

C.3.3.1 Staffing Requirements

The contractor shall provide information on how it will provide sufficient staffing to install the system, whether these personnel are contractor staff, subcontractor staff, or temporary employees hired for installation purposes only.

C.3.3.2 Site Visits

The contractor shall perform site visits as necessary to prepare for the installation of the ITS-II at each site. The contractor shall rely on the information gathered from these site visits to size the system and gain an understanding of that correctional facility's needs for installation. These visits shall be coordinated with BOP Central Office staff and support the installation schedule. The contractor's field technician shall be required to, at a minimum, visit the correctional facility during implementation of the ITS-II to ensure familiarization with the equipment and correctional facility access procedures.

C.3.3.2.1 Site Evaluation

The contractor shall provide the BOP with an installation plan, site checklist, and an installation checklist to further ensure proper cut-over of the ITS-II.

C.3.3.2.2 System Requirements Check

The contractor shall provide the BOP with any concerns it may have regarding installation of the ITS-II at each site, as a result of the site survey. The BOP and the contractor shall work together to resolve any concerns.

C.3.4 Software Preparation

The transition and implementation plan shall cover how the contractor will perform the transfer and input of data prior to cut-over of the ITS-II.

C.3.4.1 Data Input

The contractor shall be responsible for installing inmate-related information from the existing ITS into the new ITS-II. The contractor will be provided with an ASCII data file(s) download from the previous ITS which contains the following:

- A. Inmate name.
- B. Register number.
- C. Inmate calling lists.
- D. Inmate balance.
- E. Descriptions.

C.3.4.1.1 The contractor shall provide a data input device at correctional facilities without an existing ITS which will allow the BOP to input inmate information two months prior to implementation and maintain the information current through implementation. It may be possible to use this same data input device at correctional facilities with the current ITS prior to implementation

C.3.4.1.2 The contractor is solely responsible for converting the ASCII data downloaded from the previous ITS and ensuring the information is accurately uploaded to the ITS-II.

C.3.5 Installation Process

The contractor shall be responsible for all equipment, tools, and materials required in the installation of the ITS-II. The contractor is advised that all tools and personnel will be checked prior to entrance into a BOP correctional facility. All tools will be accounted for at the end of each working day.

C.3.5.1 BOP Responsibilities

The BOP is responsible for de-installing the present ITS. The de-installation for each correctional facility is expected to take less than 24 hours.

C.3.5.2 Installation Procedures and Schedule

The contractor shall provide an anticipated time line for the installation of a single ITS-II at a BOP correctional facility.

C.3.5.2.1 The time-line shall provide specific details on each component from the beginning of the installation process to cut-over, including significant milestones.

C.3.5.2.2 The time-line shall include variable time-frames, if necessary, based on the number of telephone sets a correctional facility requires.

C.3.5.3 Equipment Delivery

The contractor shall be responsible for the delivery of all the ITS-II related equipment to each BOP site and correctional facility

C.3.5.3.1 The contractor shall be responsible for ensuring the delivery of proper equipment in working condition.

C.3.5.3.2 The contractor shall provide information on the means of delivery for the ITS-II and whether the means consists of contractor or subcontractor personnel.

C.3.5.4 Cutover

The contractor shall propose the time required to perform the physical cutover of an ITS-II location

C.3.5.4.1 Within the transition and installation plan, the contractor shall provide specific details on the process of the actual cutover to the ITS-II.

C.3.5.5 Cleanup

The contractor shall be responsible for ensuring the areas of installation are emptied of all materials used and discarded during the installation

C.3.5.6 Additional Equipment Orders after Original Installation

The BOP may require the addition of equipment at its correctional facilities after the original installation of the ITS-II. The contractor shall install additional equipment within 30 days upon notification from the BOP Contracting Officer. This installation of this equipment shall be at no cost to the BOP if the quantities do not exceed the nationwide averages stated elsewhere in this RFP. The BOP will issue a Task Order for the addition of equipment which exceeds the nationwide averages stated elsewhere in this RFP.

C.3.5.7 Newly Constructed Correctional Facilities

When a new correctional facility is opened by the BOP (but before occupancy by inmates), the contractor and BOP shall determine a schedule for installation of an ITS-II at that location to ensure service as soon as practicable at the new site. The number of sites to be opened during the life of the contract is unknown, but may surpass the 30 correctional facilities now in planning or construction stages. The contractor is advised that installation dates for the ITS-II at new BOP correctional facilities occasionally change due to construction delays or the BOP's needs.

C.3.5.7.1 The contractor shall be required to work with the BOP to adjust to these delays or changes in implementation dates at no additional cost to the government.

C.4 MAINTENANCE REQUIREMENTS

The contractor shall not configure ITS-II to require on-site support under normal operating conditions. After installation of the ITS-II at a correctional facility, contractor personnel will be permitted access to the correctional facility for the repair of equipment, restoration of services, and remedial and scheduled maintenance activities. Restrictions on contractor on-site maintenance activities are discussed in Section C.4.2.

C.4.1 Maintenance and Service Levels

C.4.1.1 Service Level Requirements

This section discusses the various service level requirements that may be ordered by the BOP. This section also defines the criteria the BOP will use to determine if the service level requirements ordered by the BOP have been met by the contractor.

The BOP shall order one specific maintenance service level for both direct dial and collect calls for all sites. If the contractor meets or exceeds the criteria for the maintenance service level ordered for the entire month, the contractor shall be compensated at the rates in Section B that the contractor has bid for the maintenance level selected by the BOP. If the contractor fails to provide the service level ordered by the BOP for that month, the contractor shall not be compensated at the rate for direct dial calls and the percentage for collect calls corresponding to the service level ordered, but rather the contractor shall be compensated at the rates and percentages which corresponds with the lower level of service actually provided for that month. This lower level of compensation shall be applicable to all calls from all institutions for the month in which the maintenance service level provided fell below the service level ordered by the BOP.

The contractor shall change the level of service provided upon receipt of 120 days written notification from the BOP ordering such change

C.4.1.2 Catastrophic Downtime

Catastrophic downtime of the ITS-II is defined as any event which results in the loss of phone call processing from twenty-five percent (25%) or more of the ITS-II inmate handsets installed at a BOP site or any event which results in the complete loss of availability of any single ITS-II service. Such events include the following faults of the ITS-II components, including a single fault limited to a single correctional facility or multiple related faults at several correctional facilities simultaneously, loss of network services supporting direct dial and collect calling services, loss of system operation to accommodate routine or remedial maintenance activities which occurs during a time in which the ITS-II is available for use, voluntary deactivation of an ITS-II at a correctional facility by BOP management, in response to an ITS-II fault, that is deemed necessary to ensure the safe and orderly operation of the BOP correctional facility or to prevent financial loss to the Trust Fund. Catastrophic downtime will be the time the ITS-II

services are affected by catastrophic failures and will be measured as beginning at the time the trouble report for the catastrophic failure is called into the contractor's Maintenance Operations Control Center, and ending when BOP acknowledges that the Catastrophic Failure has been resolved. This time will be measured and reported each month for each BOP site served by an ITS-II system installed by the Contractor as indicated in Section C.4.6, Maintenance Reports.

C.4.1.2.1 Maximum Acceptable Catastrophic Downtime

The Contractor shall design and maintain all ITS-II systems and installations to ensure that Catastrophic Downtime does not exceed the requirements of the maintenance level chosen by the BOP.

C.4.1.2.2 Catastrophic Failure Restoration

The contractor shall respond to and resolve all Catastrophic Failures within the time frames specified by the maintenance level chosen by the BOP.

C.4.1.3 Non-catastrophic Failures

Non-catastrophic failures will be any events causing loss of ITS-II inmate calling services or ITS-II administrative capabilities (i.e., such as running reports or queries, transferring funds, monitoring calls, inputting information) due to ITS-II fault, malfunction, or deactivation for maintenance purposes that are not defined as catastrophic failures. Non-catastrophic failures will be measured as beginning at the time the trouble report for the non-catastrophic failure is called into the contractor's Maintenance Operations Control Center, and ending when the BOP acknowledges that the non-catastrophic failure has been resolved at that site. This time shall be measured and reported each month for each BOP site served by an ITS-II system installed by the contractor, as indicated in Section C.4.6, Maintenance Reports.

C.4.1.3.1 Maximum Acceptable Non-catastrophic Downtime

The contractor shall design and maintain the ITS-II systems and installations to ensure that non-catastrophic downtime does not exceed the requirements of the maintenance level chosen by the BOP.

C.4.1.3.2 Non-catastrophic Failure Restoration

The contractor shall respond to and resolve all non-catastrophic Failures within the time frames required of the maintenance level chosen by the BOP.

C.4.1.4 System Downtime Reports

The contractor shall track catastrophic and non-catastrophic failures and down-times for all the ITS-II installations and compile per-site records of these measures every month.

C.4.1.5 Maintenance Levels

The following criteria for monthly catastrophic and non-catastrophic downtime will be established to define the maintenance levels for which the contractor shall propose rates for ITS-II services in Tables 1A through 1D as defined in Section B.

A. Level 1 (Table 1A)

1. The nation-wide average of catastrophic downtime shall not exceed 0.25 hours per site.
2. No correctional facility shall experience catastrophic downtime in excess of six hours for the month.
3. The number of catastrophic downtime trouble tickets shall not exceed one at any site in any individual month.
4. The amount of time to resolve any non-catastrophic failure shall not exceed 12 hours for any correctional facility.
5. The number of non-catastrophic trouble tickets shall not exceed one at any site in any individual month.

B. Level 2 (Table 1B)

1. The nation-wide average of catastrophic downtime shall not exceed 0.5 hours per site.
2. No correctional facility shall experience catastrophic downtime in excess of 12 hours for the month.
3. The number of catastrophic downtime trouble tickets shall not exceed two at any site in any individual month.
4. The amount of time to resolve any non-catastrophic failure shall not exceed 24 hours for any correctional facility.
5. The number of non-catastrophic trouble tickets shall not exceed two at any site in any individual month.

C. Level 3 (Table 1C)

1. The nation-wide average of catastrophic downtime shall not exceed one hour per site.
2. No correctional facility shall experience catastrophic downtime in excess of 24 hours for the month.
3. The number of catastrophic downtime trouble tickets shall not exceed three at any site in any individual month.
4. The amount of time to resolve any non-catastrophic failure shall not exceed 48 hours for any correctional facility.
5. The number of non-catastrophic trouble tickets shall not exceed three at any site in any individual month.

D. Level 4 (Table 1D)

1. The nation-wide average of catastrophic downtime shall not exceed two hours per site.
2. No correctional facility shall experience catastrophic downtime in excess of 48 hours for the month.
3. The number of catastrophic downtime trouble tickets shall not exceed four at any site in any individual month.
4. The amount of time to resolve any non-catastrophic failure shall not exceed 96 hours for any correctional facility.
5. The number of non-catastrophic trouble tickets shall not exceed four at any site in any individual month.

C.4.1.6 Failure to Meet Maintenance Service Level Ordered

The contractor shall provide a system that meets or exceeds the service level ordered by the BOP. If the contractor fails to provide the service level ordered by the BOP, the contractor shall not be compensated at the rates and percentages for the service level ordered, but rather the contractor shall be compensated at the service level rates and percentages which correspond with the lower level of service actually provided. The BOP COTR will inform the contractor in writing within 15 days of receipt of the monthly maintenance reports of the contractor's need to adjust the monthly invoice to compensate for the lower maintenance service level actually met by the contractor.

C.4.1.7 Waivers for ITS-II Maintenance Service Level Measurements

The BOP reserves the right to grant the contractor waivers for catastrophic or non-catastrophic downtime and/or trouble tickets in a given month due to specific failures and events. The BOP may grant waivers if the BOP determines that the event or events that lead to specific catastrophic and/or non-catastrophic failures and the resulting downtimes due to extraordinary circumstances. However, the BOP will retain the final authority in making such determinations.

C.4.1.8 Exemptions for ITS-II Maintenance Service Level Measurements

The number of trouble tickets resulting from inmate damage to individual telephones shall be exempted from the calculations related to meeting maintenance level criteria. However, the time to repair telephones damaged by inmates shall not be exempted from the calculations related to meeting maintenance level criteria. Additionally, downtime caused by the BOP for reasons such as refusal to allow entry, or requesting a delayed repair, may be reduced from the total downtime by an amount equal to that caused by the BOP.

The following events shall be exempted from the maintenance level measurements required by this contract:

A. Downtime caused by:

1. FTS problems.
2. Internal wiring.
3. BOP operator failure.
4. BOP environmental disasters.
5. Natural disasters occurring at BOP sites.
6. Local telephone company caused problems.
7. Planned semiannual software upgrades as agreed to by the BOP.

B. Trouble Tickets generated by:

1. Items one through six above.
2. Inmate damage.
3. BOP approved "bug list" issues.
4. Erroneous reporting of a trouble.
5. Local exchange and area code updates.
6. Redundant tickets for same problem.

The contractor shall notify the BOP COTR or his/her designee in writing of the contractor's intent to claim exemptions from a maintenance level measurement for a specific trouble ticket.

This notification shall be made through the daily trouble reporting process to the COTR.

Regardless of any exemptions claimed, the contractor shall be responsible for the repair their service, hardware, and software

C.4.2 General Maintenance Requirements

The contractor shall provide the Government with on-call maintenance service for the full contract period of performance including exercised option years for all equipment and services provided under this agreement

C.4.2.1 The contractor shall respond to all troubles reported on the ITS-II. If the contractor determines that a malfunction exists due to equipment or services provided by the government, such as FTS or internal wiring, the contractor shall notify the appropriate BOP staff of the malfunction and shall assist the BOP or its contractor as necessary or requested, to help diagnose the malfunction.

C.4.2.2 The contractor shall not require the use of an on-site administrator to fulfill the maintenance or any other requirements of this contract. The BOP will allow the contractor access to correctional facilities for the repair of services and equipment, and remedial maintenance needs. Physical access shall be coordinated with the

individual correctional facilities

- C.4.2.3 The contractor shall not schedule routine and preventative maintenance more than once per month for any BOP site. This shall include all subcontracted maintenance activities for any ITS-II component.
- C.4.2.4 The contractor shall provide detailed plans of its troubleshooting and maintenance procedures and schedules including any remedial maintenance deemed necessary by the contractor to fulfill the requirements of this contract.
- C.4.2.5 The contractor, at the request of the BOP, shall perform any work that may adversely affect inmate use of the telephones during off peak hours.
- C.4.2.6 The contractor shall provide skilled technicians who will be available to perform maintenance work on the ITS-II at each of the correctional facilities and the ITS-II locations covered by this contract.
- C.4.2.7 In general, the contractor shall not assume that the BOP will provide space in its correctional facilities for spare parts for the ITS-II.
- C.4.2.8 A trouble ticket shall be established at the time a trouble is reported by a BOP site.
- C.4.2.9 Each trouble ticket shall be assigned a unique sequential number and given to the BOP staff member at the time the trouble is reported.
- C.4.2.10 Each trouble ticket shall include, at a minimum, the following information:
 - A Trouble ticket number.
 - B Date and time trouble reported
 - C Date and time trouble resolved
 - D Total time to resolve
 - E Name of person reporting trouble
 - F Site at which trouble was reported
 - G Component affected
 - H Reported description of trouble
 - I Actual description of trouble
 - J Description of solution of trouble
 - K Any exemption claimed

C.4.3 Maintenance Operations Control Center

The contractor shall maintain a 24-hour-per-day, 7-day-per-week maintenance operations control center for response to the BOP in conjunction with operating the ITS-II.

- C.4.3.1 The maintenance operations control center shall serve as the single point for generating trouble tickets that are established as a result of a system or service problem. BOP access to this center shall be through a contractor provided toll free telephone number.
- C.4.3.2 The ITS-II shall be designed to minimize the need for BOP staff to report troubles such that the system and services shall automatically generate alerts to the maintenance operations control center for malfunctions or detected service degradation.
- C.4.3.3 The contractor shall maintain sufficient facilities and staff for receiving information on trouble calls so that the Government waiting time to provide such trouble information to a live person does not exceed 5 minutes from the time the call is placed.

C.4.4 Maintenance Status Updates

During a catastrophic system problem, the contractor shall be required to update the BOP hourly, if requested by the BOP, until the problem is resolved.

- C.4.4.1 The contractor's update shall include, at a minimum, the following information.
 - A. Current status of the problem.
 - B. Projected solutions.
 - C. Estimated time needed to resolve the problem.

C.4.5 Escalation Plan

The contractor shall propose escalation procedures, processes, and personnel procedures for use during an ITS-II system failure

- C.4.5.1 The contractor's ITS-II escalation procedures shall be subject to BOP approval and all contractor staff identified in the escalation plan shall be capable of being contacted
- C.4.5.2 During a system failure, the contractor shall adhere to the approved escalation procedure
- C.4.5.3 The contractor shall provide one contact person plus one alternate point of contact from its organization to address unanticipated difficulties (installation concerns, system downtime, degradation of services, etc.).
- C.4.5.4 The contractor shall also provide additional escalation policies and points of contact, including contact numbers (telephone, pager, facsimile, E-mail), titles, and chain of

command, for the use of BOP in case the contractor's efforts by the single point of contact are insufficient in resolving a particular situation.

- C.4.5.5** If the main contact point is not the ITS-II project manager, the contractor shall clarify the relationship of the project manager in the escalation process.

C.4.6 Maintenance Reports

The contractor shall develop, prepare, and provide monthly maintenance reports to the BOP COTR and Contracting Officer to keep the BOP informed about the ITS-II performance.

- C.4.6.1** The contractor shall present and discuss these monthly maintenance reports as a part of the monthly ITS-II maintenance meetings with the BOP.
- C.4.6.2** The contractor shall provide the BOP with monthly maintenance reports which thoroughly document and analyze system performance, trouble ticket reports, and trouble trends.
- C.4.6.3** The contractor shall work with the BOP to develop these reports in a meaningful and informative format
- C.4.6.4** Monthly maintenance reports shall be available in both hard copy and electronic format. The database or spreadsheet file used to create these reports shall also be provided to the BOP on electronic medium.
- C.4.6.5** These reports shall be provided within 15 working days after the end of the previous month
- C.4.6.6** The contractor shall continue to prepare and provide monthly maintenance reports to the BOP for the duration of this contract
- C.4.6.7** The contractor shall provide service level compliance reports on a monthly basis which shall include, at a minimum, the following information. This information shall be presented in two formats, one which includes all troubles reported, including any exemptions, the second shall include all troubles reported, excluding any exemptions and waivers

A Catastrophic downtime report

- 1** The report shall list catastrophic downtime for each individual BOP site for the previous month
- 2** The report shall list the catastrophic downtime for the entire BOP for the previous month
- 3** The report shall list the catastrophic downtime for each individual BOP site by

month for the previous six months.

4. The report shall list the nation-wide average of catastrophic down-time per site for the previous month
5. The report shall list the number of catastrophic down-time trouble tickets by site for the previous month.
6. The report shall indicate compliance or non-compliance with the maintenance service level ordered by the BOP. If the maintenance service level ordered by the BOP is not met, the report shall indicate which level was actually met by the contractor

B. Non-catastrophic downtime report

1. The report shall list non-catastrophic downtime for each individual BOP site for the previous month
2. The report shall list the starting time, ending time, and total for each non-catastrophic failure experienced at each site during the previous month.
3. The report shall list the non-catastrophic downtime for each individual BOP site by month for the previous six months.
4. The report shall list the nation-wide average of non-catastrophic down-time per site for the previous month
5. The report shall list the number of non-catastrophic down-time trouble tickets by site for the previous month.
6. The report shall indicate compliance or non-compliance with the maintenance service level ordered by the BOP. If the maintenance service level ordered by the BOP is not met, the report shall indicate which level was actually met by the contractor

C.4.6.8 The contractor shall provide the BOP COTR with daily reports of all trouble tickets reported on the previous day. Trouble tickets reported on weekends and Federal Holidays may be reported on the next workday. This report may be faxed or E-mailed to the BOP on a daily basis

C.4.7 Monthly Maintenance Meetings

The contractor shall meet monthly with the BOP Central Office staff. These meetings shall be for the purpose of presenting ITS-II prior month's maintenance reports and discussing resolutions to program issues and concerns. These meetings may be scheduled less frequently at the discretion of the BOP. The site for the meetings shall be determined by the BOP. Travel may be required to various BOP sites, contractor sites, and subcontractor's sites. The contractor shall provide representatives for each of its subcontractors at each of these meetings if requested by the BOP.

C.5 TRAINING AND DOCUMENTATION

C.5.1 Training

The contractor shall provide training to a maximum of twelve BOP ITS-II Central Office personnel in the use and technical operation of the ITS-II. It is anticipated that this training will require from 40 to 80 hours of classroom time. The BOP will cover the costs of its travel expenses to the contractor's location for this training.

C.5.1.1 The first training session shall be provided within four months of award of contract.

C.5.1.2 The training shall be designed to provide BOP Central Office staff with a thorough working knowledge of the various the ITS-II components, their integration, and system operation.

C.5.1.3 The contractor shall provide annually, upon the request of the BOP, updated refresher training for any major or significant changes to the administration, maintenance, or use of the ITS-II. The BOP will cover the costs of travel expenses to the contractor's location for this training.

C.5.2 System Documentation

The contractor shall provide complete system documentation at each site for all software and hardware components of the ITS-II. BOP will use the documentation for internal purposes only.

This documentation shall be updated by the contractor as necessary to remain current with the system.

The contractor shall also provide two Implementation Engineering Plans (IEP) for each site which detail the site specific wiring, trunking and routing data. One plan shall remain at the correctional facility and the other plan shall be provided to the BOP Central Office. The IEP shall be updated as changes to the system are made and shall be used by the contractor's local technicians and BOP staff to aid the troubleshooting process.

C.5.2.1 Reference Cards

The contractor shall provide reference cards, which have been approved by the BOP, that provide inmates with instructions on the use of the ITS-II. The contractor shall provide proof copies of all reference cards which may be copied by the BOP as required for distribution to its inmate population.

C.5.2.1.1 These cards shall be prepared in English and Spanish, and shall become the property of the BOP.

C.5.2.1.2 The cards may be copied and/or distributed by the BOP as desired.

C.5.2.1.3 The contractor shall provide a quantity of cards equivalent to the inmate population of each institution at the time the ITS-II is being installed at that institution.

C.5.2.1.4 These cards may only be produced out of paper. Lamination is not allowed.

C.5.2.2 User Manuals

The contractor shall provide and maintain current operation manuals for each BOP site. One type of operating manual, addressing the full capabilities of the ITS-II is acceptable.

C.5.2.2.1 These manuals shall contain detailed and clear instructions on the operation of the ITS-II software.

C.5.2.2.2 These manuals shall be provided within one month after installation of the second correctional facility.

C.5.2.2.3 These manuals shall be updated at each site as software version updates are made.

C.5.2.2.4 The contractor shall provide a user manual(s) for each workstation at every site.

C.5.2.2.5 The contractor shall allow the BOP to make copies of these user manuals for internal use only.

C.6 General Contractor Requirements

A The contractor shall be responsible for complying with all state and national laws and regulations concerning the delivery of these services.

B The contractor shall be held responsible for any noncompliance to these laws and regulations.

C The contractor shall provide goods and services at the prices proposed in Section B as ordered by the BOP

C.6.1 Language Requirements

All contractor and subcontractor personnel supporting the ITS-II shall speak and understand English

C.6.2 Organizational structure

Offerors shall provide information (organizational charts and explanatory charts) on the following organizational structures:

- A. Overall company structure: how the company is organized.
- B. Project structure: staffing structure for the ITS-II project and how this project is positioned within the company.
- C. Detailed structure for the Central Operations Facility: to be staffed by the contractor.

C.6.3 Subcontractor Management

The contractor shall be responsible for all subcontractor personnel at all times.

- C.6.3.1 The contractor shall propose and adhere to a comprehensive plan regarding subcontractors.
- C.6.3.2 The contractor shall provide BOP with its policies and procedures of subcontractor management including the following:
 - A. Contractor's level of experience with the subcontractor.
 - B. References to the subcontractor's performance.
 - C. Points of contact.
 - D. Financial stability.
 - E. Quality control measures.
 - F. Replacement policies (contractor replacements attributed to situations such as corporate mergers, acquisition or insolvency, and poor performance).

C.6.4 Quality Assurance

The contractor shall propose and adhere to quality assurance (QA) plans and procedures.

- C.6.4.1 The contractor's QA plan shall address, at a minimum, the following:
 - A. Hardware.
 - B. Software testing procedures
 - C. Corporate and project-specific quality assurance methods to be used.
- C.6.4.2 QA shall address all aspects of the total ITS-II.
- C.6.4.3 QA plans shall specifically address, in addition to hardware and software, all system documentation and all aspects of program and configuration management.

C.6.5 Configuration Management

The contractor shall propose and adhere to Configuration Management (CM) plans and procedures.

C.6.5.1 The contractor's CM plan shall be updated as necessary and include at a minimum the following.

- A. Hardware installed.
- B. Planned hardware upgrades.
- C. Software/firmware versions.
- D. Planned software upgrades.

C.6.5.2 Configuration management plans and procedures shall be available to BOP at any time throughout the contract

C.6.5.3 Configuration management data shall be updated whenever any software or hardware is changed or replaced. This data shall be provided to the BOP at the time of update.

C.6.6 Completion of Contract

The Contractor shall be responsible for removing all equipment related to the ITS-II at the termination or completion of the contract. The schedule for the removal of equipment shall be determined by the BOP. Immediately upon the completion or termination of this contract the contractor shall provide the BOP Central Office with a stand-alone system which contains all financial records and call records for the previous six years and the software to easily retrieve and output this information within the same parameters of the reports provided in this SOW. This system will be provided by the contractor at no cost to the BOP.